



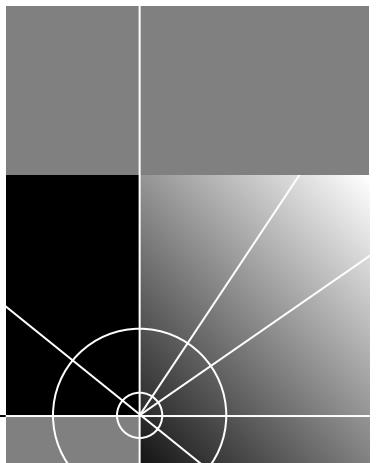
Web Management User Guide

For the SuperStack® II Switch 3900 and Switch 9300



<http://www.3com.com/>

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ABOUT THIS GUIDE

The Web Management software is a suite of HTML-based applications that is shipped with the SuperStack® II Switch 3900 and Switch 9300. This guide describes the software, including an overview and information on installation and setup.

This guide is intended for network administrators who are responsible for managing 3Com switching devices with the Web Management tools.



If the information in the release notes that are shipped with your product differs from the information in this guide, follow the instructions in the release notes.

Most user guides and release notes are available in Adobe Acrobat Reader Portable Document Format (PDF) or HTML on the 3Com World Wide Web site:

<http://www.3com.com/>

Conventions

Table 1 and Table 2 list conventions that are used throughout this guide.

Table 1 Notice Icons

Icon	Notice Type	Description
	Information note	Information that describes important features or instructions
	Caution	Information that alerts you to potential loss of data or potential damage to an application, system, network, or device
	Warning	Information that alerts you to potential personal injury

Table 2 Text Conventions

Convention	Description
Screen displays	This typeface represents information as it appears on the screen.
Commands	The word "command" means that you must enter the command exactly as shown and then press Return or Enter. Commands appear in bold. Example: To remove the IP address, enter the following command: ip interface remove
The words "enter" and "type"	When you see the word "enter" in this guide, you must type something, and then press Return or Enter. Do not press Return or Enter when an instruction simply says "type."
Words in <i>italics</i>	Italics are used to: <ul style="list-style-type: none">■ Emphasize a point.■ Denote a new term at the place where it is defined in the text.■ Identify menu names, menu commands, and software button names. Examples: From the <i>Help</i> menu, select <i>Contents</i>. Click <i>OK</i>.

Year 2000 Compliance

For information on Year 2000 compliance and 3Com products, visit the 3Com Year 2000 Web page:

<http://www.3com.com/products/yr2000.html>

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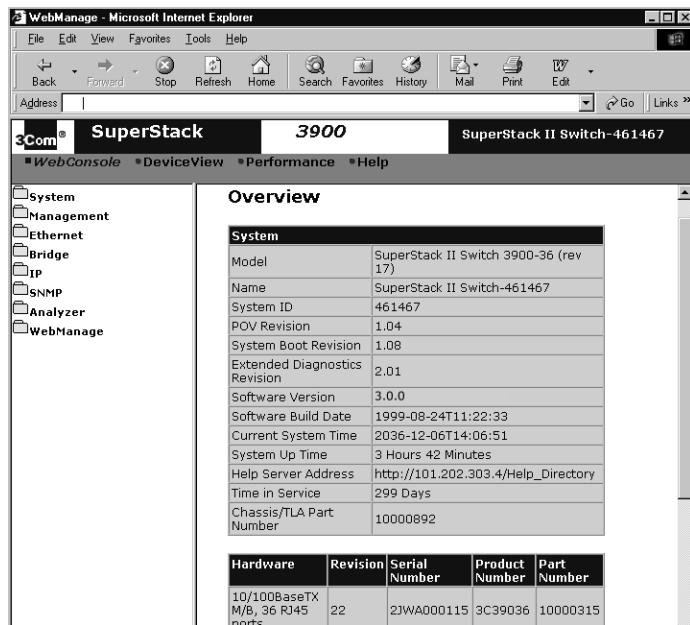
WEB MANAGEMENT OVERVIEW

This chapter describes the components in the Web Management suite of applications for the SuperStack® II Switch 3900 and Switch 9300. The chapter covers these topics:

- Web Management Overview
- Embedded Web Management Applications
- Installable Web Management Tools
- Launching Web Management Applications
- Logging Out

Figure 1 shows the opening Web Management screen.

Figure 1 Opening Screen of Web Management (3900 shown)



Web Management Overview

The Web Management suite of features consists of embedded Web Management applications and installable tools:

- **Embedded Web Management applications** — Use the embedded Web Management applications for most of your device configuration and management tasks. You can manage a single port or device, or, using multiple windows, you can manage multiple devices. This software, which is part of the system software image, contains:
 - **WebConsole** — An HTML-based set of configuration forms. See “WebConsole Tab” on page 13 for details.
 - **DeviceView** — A Java-based application that displays a real-time image of the device. You can manage each port, or the entire system, by clicking on the part of the image that you want to manage. See “Browser and Platform Requirements” on page 9 and “DeviceView Tab” on page 15 for details.
 - **Performance features** — Dynamic monitoring through graphing of Ethernet interfaces. See “Performance Tab” on page 20 for details.
 - **Help** — The configuration form on which you set up the installable Help as well as access to links to support information on the 3Com Web site. (For how to install Help for the configuration forms, see Chapter 2.)
- **Installable tools** — Install some or all of these optional tools on your workstation from the 3Com Web site, as described in Chapter 2.
 - **DeviceView accessories** — To set up e-mail notification for Status Logging.
 - **WebManage Framework** — To group your access links to the devices that you manage.
 - **Form-specific Help** — To access hypertext information about the fields in the WebConsole, DeviceView, and Performance forms.

Browser and Platform Requirements	The Web Management suite of applications has certain dependencies, as described in this section.
--	--

Color Recommendations

The minimum graphics capability is SVGA (800x600 resolution). For best performance, use XGA (1024x768 resolution).

Browser Support

Web Management requires Microsoft Internet Explorer 4.01 or later OR Netscape Navigator 4.03 or later.



If you are using Netscape Navigator 4.03 or 4.04, be sure to install the Netscape JDK 1.1 Patch. Download the patch from this URL:

<http://help.netscape.com/filelib.html#smartupdate>



If you are using Internet Explorer, install the latest 4.01 Service Pack 1. This service pack makes Internet Explorer Year 2000 compliant and fixes other product support issues. Download the 4.01 Service Pack 1 from the following URL:

http://www.microsoft.com/msdownload/iebuild/ie4sp1_win32/en/ie4sp1_win32.htm

If the link is not available, download the service pack from the Microsoft home page:

<http://www.microsoft.com>

See "Web Management and Internet Explorer" and "Web Management and Netscape Navigator" in Chapter 3 for more details.

Platform Requirements

Table 3 lists the platforms that you need for each of the Web Management features.

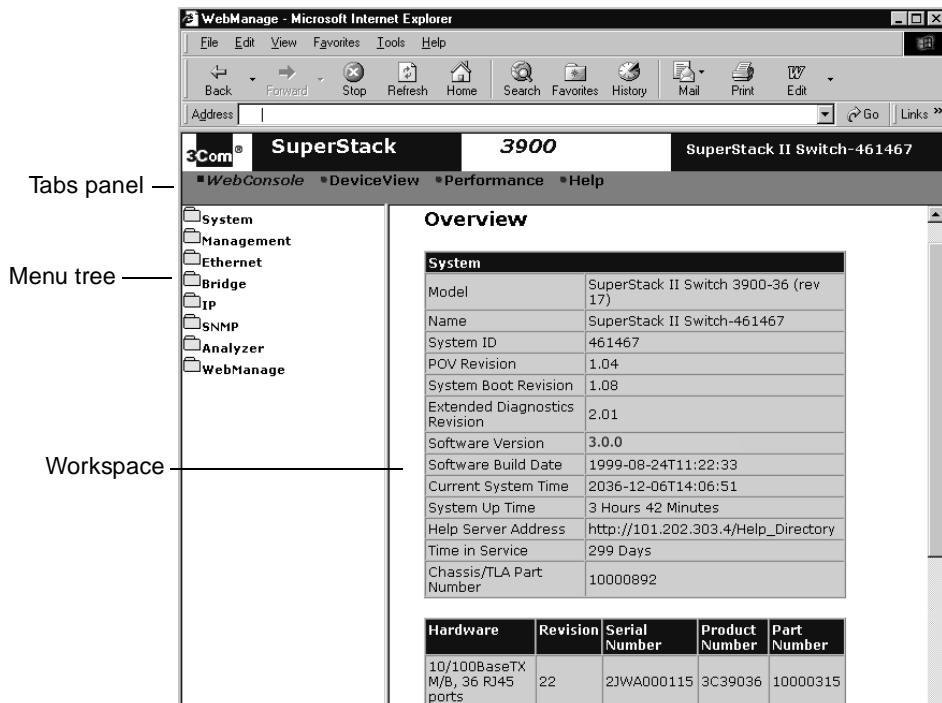
Table 3 Platform Support for Web Management Features

Feature	PC	UNIX
<i>Embedded Web Management Applications</i>		
WebConsole	✓	✓
DeviceView	✓	✓
Performance	✓	✓
Configuration form to set up Help, plus links to 3Com support sites	✓	✓
<i>Installable Tools</i>		
Form-specific Help	✓	✓
WebManage Framework, to customize your access to devices	✓	
DeviceView accessories, such as e-mail notification for Status Log	✓	

Embedded Web Management Applications

With the embedded Web Management applications, you can manage your system using a Web browser.

The embedded Web Management applications, accessed from the Tabs panel, are WebConsole (including configuration forms and wizards), DeviceView, Performance monitoring charts, and Help configuration forms and 3Com support links. See Figure 2.

Figure 2 Parts of the Web Management Opening Screen (3900 shown)**Interface Description**

The screen for the embedded Web Management applications is divided into three areas, shown in Figure 2 and described here:

- **Tabs panel** — At the top of the Web Management screen, the Tabs panel has four tabs:
 - **WebConsole tab** — When you select this tab, the menu tree lists folders for the parameters that you can configure for the device to which you are connected. See “WebConsole Tab” on page 13 for details.
 - **DeviceView tab** — When you select this tab, you see an image of the device. You can configure some system and port parameters from this view. See “Browser and Platform Requirements” on page 9 for the required versions of Java-based browsers and “DeviceView Tab” on page 15 for more details on the functionality of this view.

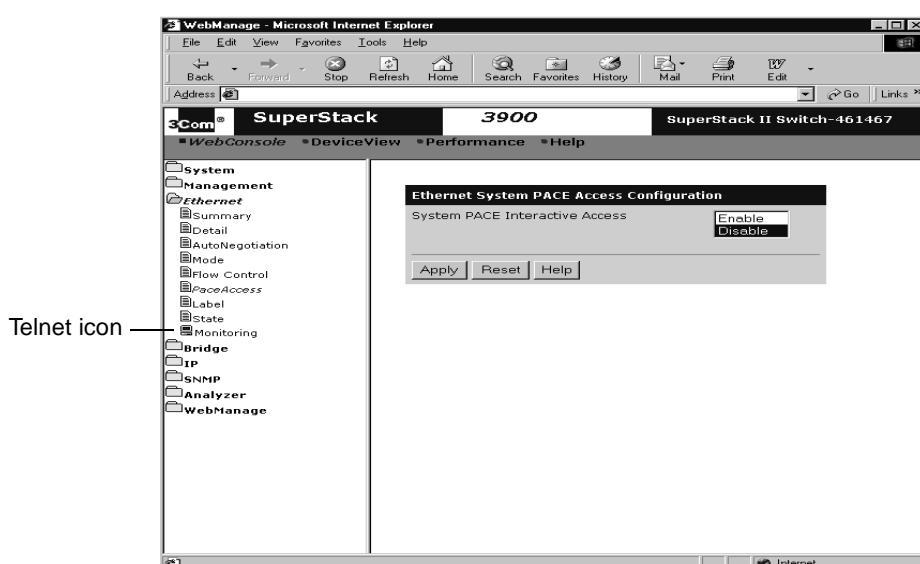
- **Performance tab** — When you select this tab, the menu tree lists charts that support dynamic monitoring. See “Performance Tab” on page 20 for more details.
- **Help tab** — When you select this tab, the menu tree lists the Help configuration form and links to 3Com support sites. When you install the Help files, the links to the Contents and Index for Help become active. (Before you install the Help, these links connect you to the Help configuration form.) See “Setting Up the Form-Specific Help Files” on page 29 for Help installation.



To access Help for the configuration forms, install the supplemental Help. See Chapter 2.

- **Menu tree** — The menu tree frame at the left of the interface lists the menu options. Many of these options are the same as those found in the Administration Console command line interface. Click a folder to view the menu options, shown as configuration form icons. Click a form icon to view the associated form in the workspace. See Figure 3.
- **Telnet icons** — To configure system parameters that are not supported through the WebConsole, click a Telnet icon on the menu tree to launch a Telnet session to the Administration Console on the device. See Figure 3.
- **Workspace** — The workspace frame of the interface displays the configuration form for the menu option that you select. See Figure 3.

Figure 3 Using the WebConsole (3900 Shown)



WebConsole Tab In the WebConsole application, the menu tree of folders contains icons for options that you can change to manage your device. Click an icon to view the related configuration form.

Using the WebConsole To modify many of the parameters and attributes on your system, follow these steps:

- 1 In the menu tree, click the folder of the feature that you want to modify. See the menu tree in Figure 3.

Example: Click *Ethernet*.

The expanded Ethernet menu appears in the menu tree, showing the folders and form icons for the options with which you configure Ethernet parameters on your system.

- 2 Click another folder or the form icon for the feature that you want to configure.

Example: Click *PaceAccess*.

The Ethernet System PACE Access configuration form appears.

- 3 To fill in the form, type the required information.

To get Help on a form and its fields, click the Help button at the bottom of the form. You must first have installed the form Help; see Chapter 2.

- 4 Click *Next* or *Apply* to finish the configuration.

- *Next* displays an additional form with more fields for you to fill in.
- *Apply* completes the requested configuration.



For some forms, the system may reset itself before the changes take effect.

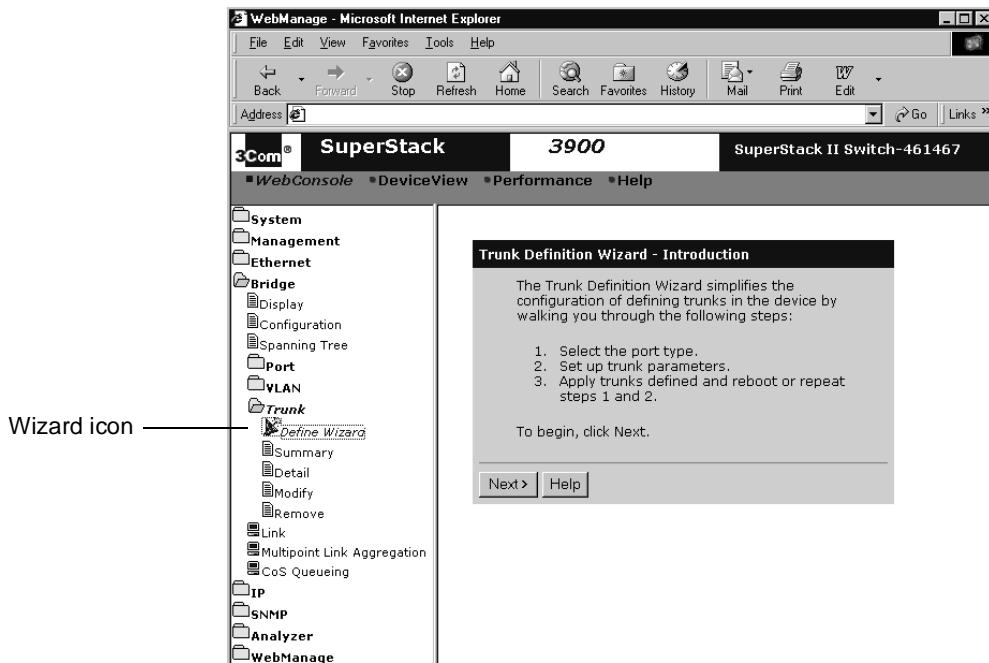
- 5 To configure system parameters that are not supported through the WebConsole, click a Telnet icon, for example, *Monitoring*, to launch a Telnet session to the Administration Console on the device, and then use the command line interface to configure the parameter.

For details on the commands in the Administration Console, see the *Command Reference Guide*.

Configuration Wizard

The WebConsole menu tree also contains an icon called Define Wizard for the Trunk Definition configuration wizard. Use the wizard to create valid configurations, modify attributes and parameters, and prevent common configuration mishaps. See Figure 4. To use the Trunk Definition wizard, click the wizard icon and follow the instructions.

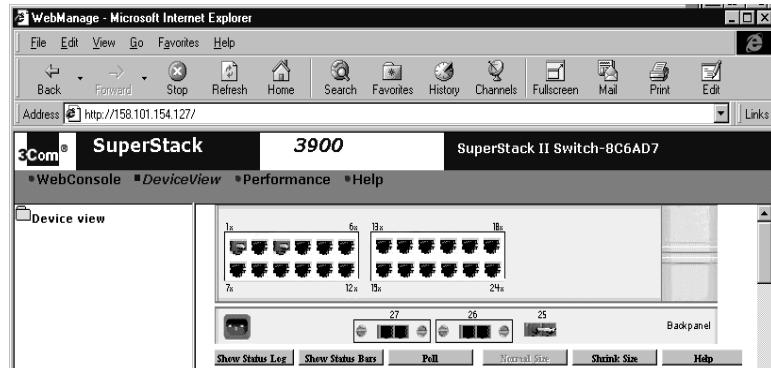
Figure 4 Opening Screen for the Trunk Definition Wizard (3900 Shown)



DeviceView Tab The DeviceView application actively monitors the device and allows you to configure system and front-panel port parameters in real-time.

To use the DeviceView application, click the *DeviceView* tab on the Web Management opening screen to launch the device image. See Figure 5.

Figure 5 DeviceView Screen (3900 Shown)

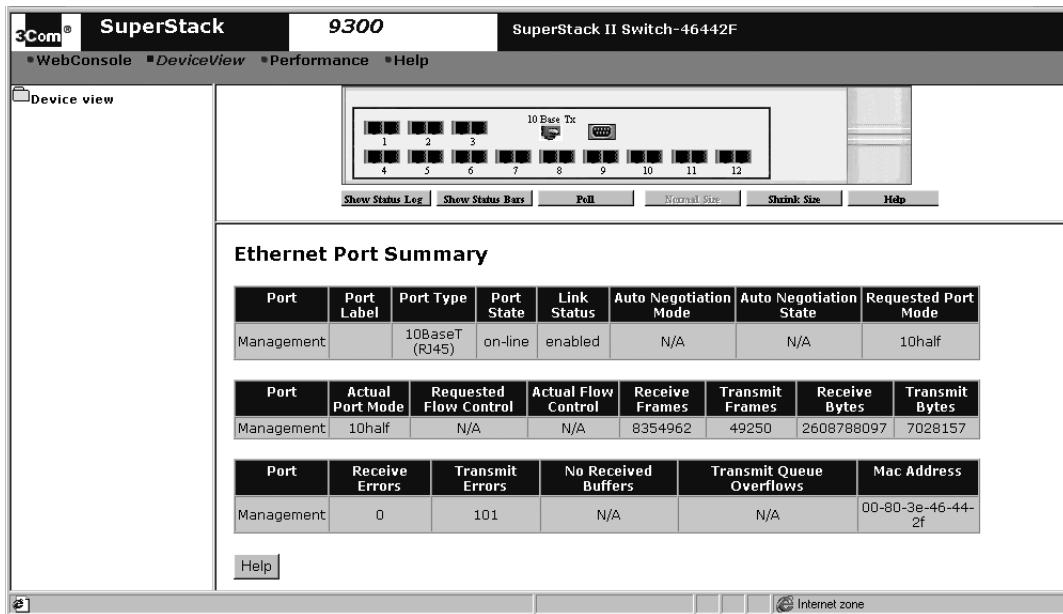


If you have installed the supplemental Help, click the Help button in the row of buttons at the bottom of the DeviceView image for more information about the image. See Chapter 2 for Help installation.

About the Device Image

As you move your pointer over the image, a blue border outlines the part of the device image under your pointer. Click an element in the device image in the DeviceView workspace (shown in Figure 5), a configuration form appears below the image. See Figure 6 and “Configuring Parameters in DeviceView” for details.

Figure 6 DeviceView Image (9300 Shown)



As you view the device image, the current state of the system and of each port is indicated by a color, as described in Table 4.

Table 4 Status Color Codes

Color/Shade	Indicates this status
Green	Enabled, link present
Partial Shading (dark edge)	Disabled, link present
Black	Enabled, link absent
Gray Shading	Disabled, link absent
Red	Partitioned, link present
Yellow	Resilient, link absent

Configuring Parameters in DeviceView

To configure a parameter:

- 1 Click the image of the area that you want to configure:
 - To view and modify *system*-level parameters, click anywhere along the outline of the chassis image.
 - To view and modify *port*-level parameters, click the image of one or more ports that you want to configure.



To manage the fixed and optional Gigabit Ethernet ports on the back panel of the SuperStack II Switch 3900, launch a Telnet session to the Administration Console.



If you have installed the supplemental Help, click the Help button at the bottom of the configuration form for related information.

- 2 On the options list that appears, select the option that you want to configure.

The configuration form appears in the DeviceView workspace.

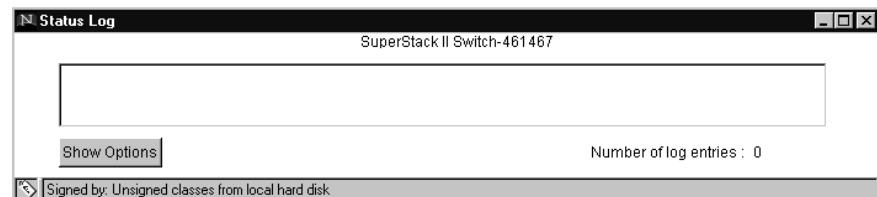
Selecting Multiple Ports in DeviceView

To select multiple nonconsecutive ports for configuration in DeviceView, press and hold the Shift key as you click the image of each port that you want to configure. To select consecutive ports, press and hold the Control key while you click the first port and the last port in the series.

Using Status Logging

DeviceView has a Status Log that monitors system and port changes on the device and displays the events in a log. See Figure 7.

Figure 7 Status Log in DeviceView (3900 Shown)

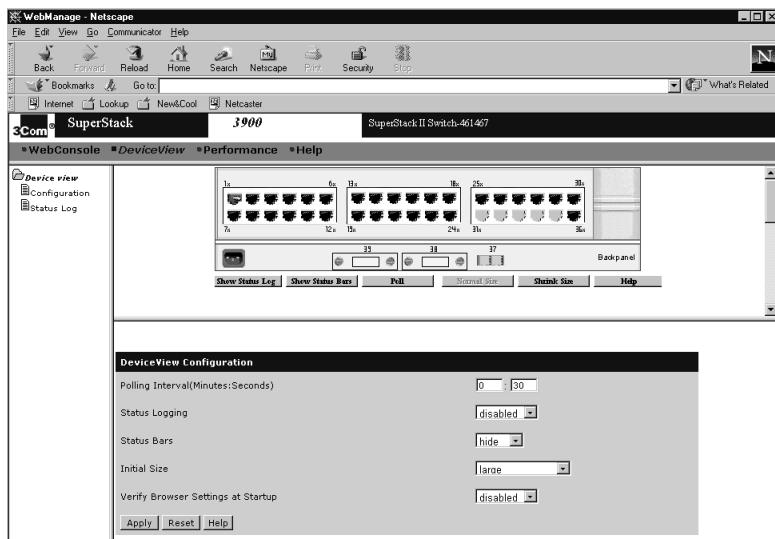


For Internet Explorer, you may want to follow the instructions to improve Status Logging functionality in "Improving DeviceView" in Chapter 3.

You can set the Status Log to monitor the system or the ports in any combination. To enable Status Logging options:

- 1 Select the *DeviceView* tab and then, in the menu tree, click *DeviceView*.
- 2 In the menu tree, click *Configuration*.

The DeviceView configuration form appears. See Figure 8.

Figure 8 DeviceView Configuration Form (3900 Shown)

- 3** In the *Status Logging* field, select enabled. For information on other options, click *Help*.
- 4** Click *Apply*.
- 5** In the menu tree, click *Status Log* and configure the options for e-mailing system or port changes. For information on the options, click *Help*.



To enable e-mail notices, if you have not yet installed the supplemental DeviceView accessories, install them now. See Chapter 2.

- 6** In the Status Log configuration form, click *Apply*.



For the changes to take effect:

- *In Netscape, reload the browser.*
- *In Internet Explorer, refresh the browser window.*

The Status Log now displays information about your mail server.

Performance Tab You can monitor certain aspects of your network performance with charts of live activity.



See the Help for information on choosing options that do not affect network performance. See Chapter 2 for Help installation.

Using the Performance Features

To launch the dynamic monitoring charts for the Performance monitor:

- 1 On the Web Management opening screen, select the Performance tab. The menu tree expands to show the Performance charts for Ethernet.
- 2 Select the chart that you want to view:
 - **Ethernet Bandwidth Utilization** — Bytes that are transmitted or received over specified ports
 - **Ethernet Packet Volume** — Packet volume for unicast, broadcast, or multicast packets over specified ports
 - **Ethernet Packet Sizes** — Size of packets passing through the ports

Customizing Your Performance Monitor

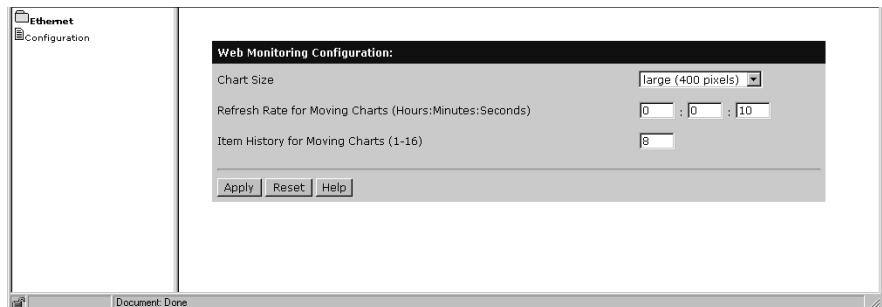
To customize your performance features, you can create the ideal chart size for your desktop environment and establish the refresh rate so that your network statistics are updated by the hour, minute, or second.

To customize your Performance monitoring screen:

- 1 On the Web Management opening screen, click the *Performance* tab. The Ethernet menu tree appears.
- 2 In the menu tree, click the *Configuration* option. The Web Monitoring configuration form appears. See Figure 9.
- 3 In the Chart Size field, select the chart size: Large (400 pixels) or Small (200 pixels).
- 4 Type the refresh rate in this format: Hours:Minutes:Seconds.
- 5 Type the item history for moving charts, that is, select how many times items change in a moving chart.
- 6 Click *Apply*.

If you have installed the Help files, click the Help button to read more information on these options. See Chapter 2 if you have not installed the Help files.

Figure 9 Web Monitoring Configuration Screen (3900 Shown)



Help Tab The fourth tab of the Web Management opening screen contains these links:

- **The Help configuration form** — After you install the Help files (see Chapter 2), type the path to the directory in which you installed your Help files. Click *Apply* to complete the software link. Now you can access Help from each configuration form.

When you install the Help, the links to the Help Contents and Help Index become active. If you have not installed the Help, these links connect you to the Help configuration form.

To use Help, see “Using the Form-Specific Help Files” later in this chapter.

- **Various 3Com support sites on the Web** — Click a link to view the 3Com contacts list, support page, and home page.

Installable Web Management Tools

The installable supplemental Web Management tools are available from the 3Com Web site. See Chapter 2 for downloading and installation instructions.

Using the installation wizard, you can choose to install one or more of these tools:

- **WebManage Framework** — To facilitate the way that you group and access devices and tools. See “Using WebManage Framework” next.
- **DeviceView Accessories** — To enable e-mail notification for Status Log on the embedded DeviceView application. See “Enabling E-mail Notification for Status Log” on page 25 for details.
- **Help** — To learn more about the embedded configuration forms. See “Setting Up the Form-Specific Help Files” on page 29 for details.

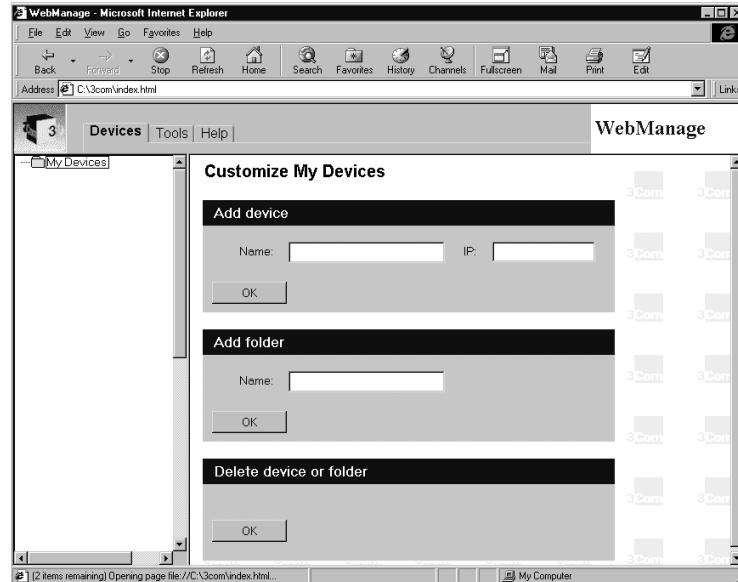
Using WebManage Framework

Use the WebManage Framework to organize the devices that you manage into easily accessible groups. You can also create a folder for each group, as shown in Figure 10 and described next.



For best results, first create the folders, then create the link to the devices.

Figure 10 Integrated Web Management Configuration Form



On the Devices tab:

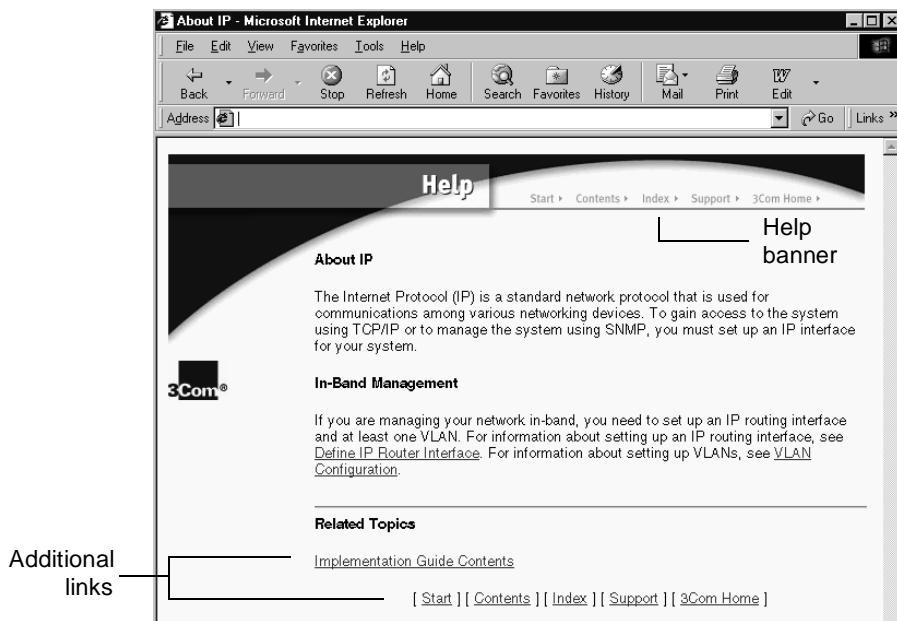
- **To add a folder** — In the Add a Folder area of the form, type a meaningful name (such as Engineering-A or AccountingLab-3).
- **To add a device** — In the menu tree, click the folder where you want to put the device access. In the Add a Device area, in the Name field, enter a meaningful name (such as 3500-1 or 9K-16slot-1). In the IP field, type the IP address of the device that you want to manage.
- **To remove a device or folder** — In the menu tree, click the folder or device name. In the Delete a Device or Folder area, click OK.

Using the Form-Specific Help Files

Each configuration form has a *Help* button and one or more related Help topics. See Figure 11.

Many Help forms have additional links in the Help banner and at the bottom of the page, including a link to the HTML version of the *Implementation Guide*. See Chapter 2 for details on installing the Help and “Setting Up the Form-Specific Help Files” on page 29 for details on configuring your system to point to the Help files once they are installed.

Figure 11 Help Page



The banner at the top and the row of links at the bottom of each Help page provide access to the Start page (containing Web Management overview information), Contents, Index, 3Com Technical Support, and the 3Com Corporation home page.



Launching Web Management Applications

Depending on which optional files you decide to install, you can manage a single device, access Help from each form, use WebManage Framework to organize your access to multiple devices, or enable e-mail notification of Status Log events.

Managing a Single Device

To use the embedded Web Management applications, you need not install any of the optional files. Open a new Internet browser window on your workstation and enter the IP address of the system that you want to manage. The Web Management opening screen appears, with the WebConsole, DeviceView, Performance, and Help tabs. (Use the Help tab to configure the location of your Help files.)

Launching the Form-Specific Help

If you have installed and configured Help (see Chapter 2), access Help from the *Help* button for each form as you manage your device, or use the Contents and Index links on the Help tab to search for information on a topic.

Launching the WebManage Framework

If you have installed WebManage Framework, from the Windows 95 or NT Start menu, select *Programs*, and then *WebManage*, and then *WebManage* again.

Enabling E-mail Notification for Status Log

If you have installed DeviceView Accessories, see “Using Status Logging” on page 18 for instructions on how to configure your device to send e-mail notification of Status Log events in the DeviceView application.

Logging Out

To disconnect a session in Web Management, close the browser window or enter another IP address.

2

INSTALLATION AND SETUP

This chapter covers installation and set up for the additional tools that you can install on your system:

- Installing Supplemental Tools
- Setting Up the Form-Specific Help Files

Installing Supplemental Tools

Use the file called `webmanagv30.exe` to launch the wizard that installs some or all of the supplemental tools.

Windows Installation

If you choose to install the additional Web Management files on a PC, copy them to a workstation that runs Windows 95 or Windows NT or an NT server. Follow these steps:

To download the installable supplemental Web Management tools:

- 1 Visit this 3Com Web site:

<http://www.support.3com.com/software/switches.htm>

- 2 Scroll down to the link for your software (Switch 3900 or Switch 9300).
- 3 Download the file called `webmanagev30.exe` to your local workstation, PC, or Web server.
- 4 Unzip the file and follow the installation instructions next.

To install one or more of the installable Web Management tools:

- 1 Close all open programs and applications.
- 2 Locate `webmanagev30.exe` in the directory on your workstation or server.

3 Double-click the file and follow the instructions in the wizard. Three installation options are provided:

- **Custom** — Installs one or more supplemental Web Management components.
- **Help Files Install** — Installs only the form-specific Help files for the Web Management embedded forms.
- **Typical** — Installs all supplemental Web Management components, including the integrated Graphical User Interface (GUI), DeviceView accessories (such as Status Logging), and form-specific Help files.



If you plan to group multiple devices in easily accessible folders, choose the Typical installation or choose the Web Management option in the Custom installation.

4 Decide whether to reboot:

- If you have selected *Help Files Install* or *Typical* and are using Windows 95, the wizard prompts you to confirm whether you want to reboot your system. If you click *Finish*, the system reboots itself to complete the installation process.



If you are running Windows NT, the system does not need to reboot.

- If you have selected the *Custom* installation and chosen only the Help files, you do not need to reboot your system.

The wizard installs the Web Management icon into the directory that you specified in step 3.

5 Configure your Help files, if you installed them, by following the instructions in "Setting Up the Form-Specific Help Files" later in this chapter.

6 To launch your applications, see Chapter 1.

UNIX Help Installation A UNIX .TAR file containing the Web Management Help system is available through the 3Com Web site:

<http://www.support.3com.com/software/switches.htm>

To install Help files on your UNIX workstation:

- 1 Go to the 3Com Web site and locate the HELP.TAR file.
- 2 To extract the .TAR file into your Web server directory, use this command:
`tar -xvf HELP.TAR`
- 3 To configure Help, see the next section. To launch your applications, see Chapter 1.

Setting Up the Form-Specific Help Files

To access Help for the system, install the supplemental Help files on your workstation or server using Help Files Install or Typical in the installation wizard. See “Windows Installation” or “UNIX Help Installation” earlier in this chapter.

To configure the location of the Help files for the first time:

- 1 Click the Help tab in the banner of the Web Management start-up screen.

The Help Server configuration form appears.

- 2 Click *Device* and then *Configuration*.
- 3 In the *Help Installation URL* field, type the complete URL for the Help files. Follow the syntax in the examples in the configuration form, shown in Figure 12.



Do not end the URL with a slash (/).

Figure 12 Help Server Configuration Form

Help Server Configuration

This is an HTML based help system which provides comprehensive context sensitive help for the embedded web management interface.

Help contains:

- Context sensitive help for all forms in configuration and monitoring
- Index and contents pages
- Links to our Internet web site

Due to the rich content, help requires installation on an external server. Most commonly it will be installed on a web (HTML) server in your intranet. However, if you do not have a web server available, it can be installed on either a local hard drive (for access from that machine alone) or on a network drive (where a common drive is assigned throughout the network - e.g. a logon drive).

Help is supplied on the CD which arrived with the product, or it can be retrieved with system software updates via FTP.

Help
Installation URL

EXAMPLES:
• <http://0.0.0.0/3com>
• <file:///C:/3com>
• <file:///mnt/3com>

4 Click *Apply*.

The system displays a message that indicates that the Help Server has been set properly.

- 5** To link the form-specific Help to Web Management, select any item in the menu tree on the Web Console opening screen. Then click the *Help* button on any form.

Help is now configured for your system.

- 6** To access Help, click the *Help* button on any form, or see Figure 11 on page 24 for the location of links to the Contents list and the Index for the Help system.



The banner at the top and the row of links at the bottom of each Help page provide access to the Start page (containing Web Management overview information), Help Contents, Help Index, 3Com Technical Support, and the 3Com home page.

3

TROUBLESHOOTING

This chapter covers the following topics:

- Browser Issues
- Troubleshooting the Web Management Software

Browser Issues

In addition to the tips in this section, see System Issues and Known Problems for Web Management in the release notes that are shipped with your product, or the Web Management readme file.

Web Management and Internet Explorer

If you are using Microsoft Internet Explorer, install the latest 4.01 Service Pack 1. This service pack makes Internet Explorer Year 2000 compliant and fixes other product support issues. Download the 4.01 Service Pack 1 from the following URL:

http://www.microsoft.com/msdownload/iebuild/ie4sp1_win32/en/ie4sp1_win32.htm



If the link is not available, download the service pack from the Microsoft home page:

<http://www.microsoft.com>

Improving DeviceView

Certain Status Log options allow you to send e-mail messages regarding system and port status changes to one or more e-mail addresses. To access these e-mail options, install the additional Web Management files and enable Status Logging. See Chapter 2 for information on installing the supplemental files.

Improving DeviceView Download Speed

To improve the download speed for DeviceView image in Internet Explorer, you change several security settings:

- 1 Open an Internet Explorer browser window.
- 2 From the *View* menu, select *Internet Options*.
The Internet Options dialog box appears.
- 3 To view security options, click the *Security* tab. See Figure 13.

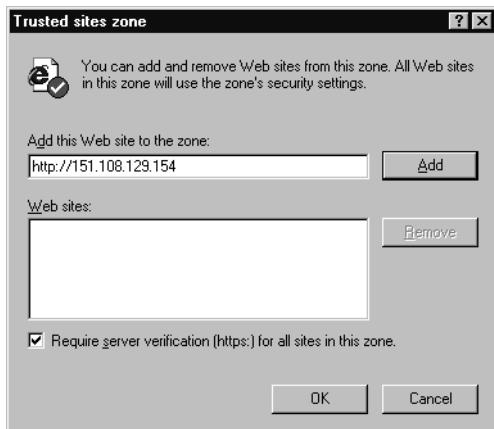
Figure 13 Security Tab on the Internet Options Dialog Box



- 4 In the Zone field, select Trusted sites zone.

The Trusted sites zone dialog box appears. See Figure 14.

Figure 14 Trusted Sites Zone Dialog Box



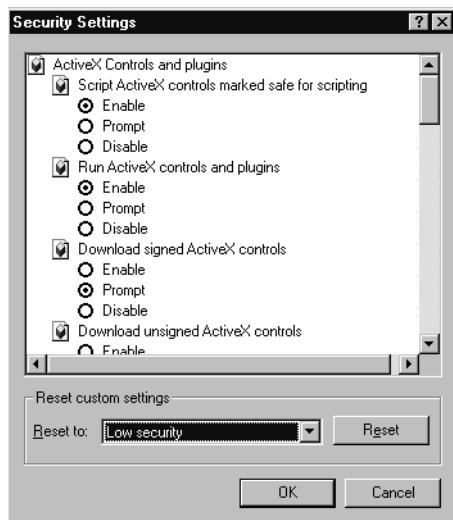
- 5 Click the *Add Sites* button.
- 6 In the *Add this Web site to the zone* field, type `http://` plus the IP address of the device that you want to manage through Web Management. This information is added in the *Web sites* field.
- i** Clear the *Require server verification for all sites in this zone* check box when you add device information.
- 7 When you have added all of the devices that you want to manage, click *OK*.

Enabling Status Log E-Mail Options on Internet Explorer

To ensure that the e-mail option for Status Log is available, follow the steps in "Improving DeviceView" on page 32 and then take these steps:

- 1 In the Internet Options dialog box (Figure 13), click the *Security* tab and then click the *Custom* option button to set custom security settings. The *Settings* button to the right is now available.
- 2 Click *Settings*.
The Security Settings dialog box appears (Figure 15).
- 3 In the *Reset custom settings* area, select *Low security* from the drop-down list and click *Reset*.
- 4 In the *Security Settings* area, scroll down to Java Permissions and select the *Custom* radio button. The *Java Custom Settings* button at the bottom of the dialog box is now available.

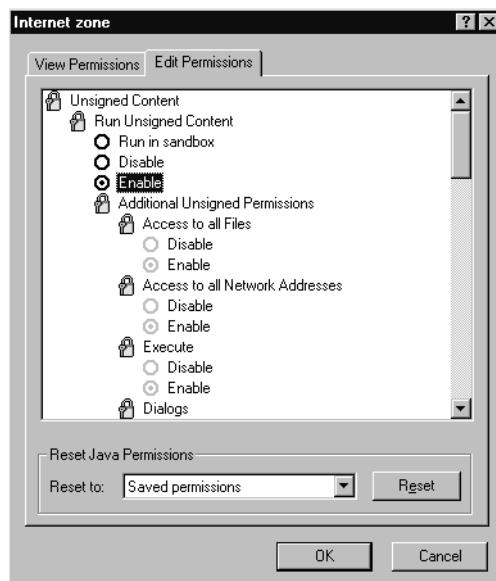
Figure 15 Security Settings Dialog Box



5 Select Java Custom Settings.

The Internet zone dialog box appears (Figure 16).

Figure 16 Edit Permissions Tab



- 6** Select the *Edit Permissions* tab.

 *If the options listed under Unsigned Content cannot be configured, verify that you are using the latest version of Internet Explorer.*

- 7** In the *Run Unsigned Content* choices, click the *Enable* option button.
- 8** Click *OK* to close the Internet zone dialog box. Then click *OK* to close the Security Settings dialog box.
- 9** In the *Internet Options* dialog box, click *Apply* to apply the setting. Then click *OK* to close the Internet Options dialog box.

Web Management and Netscape Navigator

If you encounter problems accessing Help files from Web Management applications when you use Netscape, clear the browser memory cache and disk cache and restart the browser.

To clear the cache in Netscape Navigator:

- 1** In the browser window, from the *Edit* menu, select *Preferences*.
- 2** In the *Category* menu tree, click *Advanced* and then click *Cache* in the *Advanced* folder.
- The browser cache options appear to the right of the menu tree.
- 3** Clear the memory and disk cache by clicking the appropriate buttons on the cache options form.
- 4** Restart the browser.

 *If the Netscape browser does not shut down, press Ctrl+Alt+Delete and end the Netscape browser task.*

Troubleshooting the Web Management Software

If you are unable to run the Web Management software, verify the accuracy of your `CLASSPATH` environment variable.

 *By default, the Web Management installation adds two directories above your existing `CLASSPATH`: `C:\3Com`. Your directories may be different if you did not select the default `C:\3Com` directory during installation.*

If your system already has an existing `CLASSPATH` before you install the additional Web Management files, the necessary 3Com directories are added above yours. As a result, your classpath may look like this:

`C:\3Com;C:\java\classes;C:\java\applets\myclasses;`

If you modify your classpath and do not include the 3Com directories (and possibly if you do not list them before any other directories in your classpath), the Web Management components may fail to run properly.

In Windows 95, your CLASSPATH is set in the `autoexec.bat` file. It usually appears in this format:

```
SET CLASSPATH=C:\3Com;
```

In Windows NT, your CLASSPATH is set through the System icon in the Control Panel. Ask your system administrator if you do not know how to change your environment variables.

Examples of Good and Problematic CLASSPATH Settings

The minimal setting required for Web Management is:

```
SET CLASSPATH=C:\3Com;
```

The following setting is also acceptable:

```
SET CLASSPATH=C:\3Com;C:\java\classes;
```

This setting can potentially cause problems:

```
SET CLASSPATH=C:\java\classes;C:\myclasses;C:\3Com;
```

The next setting results in unspecified behavior, because certain 3Com Web Management directories are not included. An unspecified CLASSPATH has similar results. In either case, the installed Web Management applications may fail to run:

```
SET CLASSPATH=C:Local Status Log
```

Additional Resources for Solving Problems

If you still encounter problems after you try the tips offered in this chapter, consult these sources of information:

- The Web Management System Issues and Web Management Known Problems, if any, in the release notes that are shipped with your product
- Your network supplier
- The Technical Support appendix in the *Getting Started Guide* for your system